

- expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;
- 2. developing library services that provide all users access to information through local, state, regional, national, and international electronic networks;
- 3. providing electronic and other linkages among and between all types of libraries;
- 4. developing public and private partnerships with other agencies and community-based organizations;
- 5. targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and
- 6. targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902 (2))) applicable to a family of the size involved.

Maine is a rural state with a population density of approximately 37 residents per square mile, less than any other eastern state. Maine's 1.3 million residents live in an area that is as large as the five other New England states combined. Maine, along with Idaho, South Dakota, North Dakota, New Mexico and Oklahoma, "...reports between 18 and 30 percent of its state population as "unserved." Approximately 200,000 Maine residents live in communities with no local library. Of the 273 public libraries in Maine, 99% of them are single direct service outlets, the highest percent of single governance, stand alone libraries of any state in the country. The traditional model of library governance in Maine is that 63% of all public libraries are Association Libraries and 36% are Municipal Libraries with no county, district or multi-jurisdictional libraries. This has been and continues to be the traditional model of library governance in Maine.

Among Maine's public libraries:

- 21% serve towns of less than 1,000 residents
- 32% serve towns between 1,000 to 2,500 residents
- 23% serve towns between 2,500 and 5,000 residents
- 14% serve towns between 5,000 to 10,000 residents

Alan Burger noted in his LSTA evaluation report for the state of Maine: "Considering this distribution of the population into small communities and the tradition of local

governance of libraries, the number of unserved and underserved residents is significant. Many of the 273 public libraries in these small communities, relying strictly on local funds, face great difficulty in providing adequate library services to their community in relation to the expectations of their residents. Many of these libraries operate with limited hours, staff and in some cases with interrupted telephone and electric services." (See Appendix 1, p.17)

These conditions make it apparent that significant library services can be best provided from central locations. This State Plan reflects that approach.

¹ Fast Facts, Recent Statistics from Library Research Services. Sept. 1998

² Statistics in Brief, National Center for Education Statistics, Sept. 1998

LSTA - Maine State Plan 2003-2007

LSTA **Purpose**

3. Assisting libraries

in accessing

information through electronic networks; 6. Targeting library and information services to persons having difficulty using a library, and underserved urban

and rural communities.

Needs

The survey and **Assessment** focus groups

> identified both the need for more services via Talking Book, Large Print and Books by Mail as well as a lack of information and communication regarding access, location and activities associated with these programs.

Goal 1

To improve services, increase access and improve efficiency for Outreach Services users (Talking Book, Large Print and Books by Mail).

What will be done	For Whom	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
Develop comprehensive web access	All Maine citizens meeting criteria for Outreach Services	Mount or link OPACS and automate all cataloging, circulations, interlibrary loan and reporting functions. Timeframe 2003- 2006.	Ascertain requirements, assign staff to collect information and format for Web. Catalog Large Print and Books-By-Mail collections into MINERVA.	· · · · · · · · · · · · · · · · · ·	A survey of libraries will reveal that at least 30% believe they are better able to help their communities make use of Talking Books, Books By Mail, Large Print and other Outreach Services as a result of the Internet initiatives.

Develop Outreach Services web site into one that is universally designed, with parallel pages for graphics-oriented and visually impaired patrons, including helpful links to information on services to disabled populations. Timeframe: 2003- 2004.	Director of Outreach Services will take courses required to implement a universally designed web site. Research will be done which reveals resources to include on MSL Outreach web page.	Collections and services will be accessible to individuals, institutions and libraries via Internet by 2005.	A survey of users will reveal that 30% believe their lives are enriched by the improved ease of access to materials and services.
Develop online request features, either through existing features of integrated library software or through interactive forms. Timeframe 2003-2006.	Develop forms, test and post to the Web	Users will be better able to use the resources available to them.	30% of requests for Outreach Services information, programs and materials will be filled via the Internet by 2007.
How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method

Goal 1

continued

<u>For</u> Whom

What will be done

Create virtual book
and other
interactive online
group discussions
and programs with
chat, bulletin board
or similar software.
Timeframe 2004-
2007.

Begin first virtual book discussion group Spring 2003

Otherwise isolated individuals will feel part of a virtual online community that will enrich lives and provide intellectual stimulation. Outreach Services users will feel that there are people at MSL who care A survey of users will reveal that 30% believe their lives are enriched by the improved ease of access to materials and services.

Provide email links Assign staff email for users to contact accounts for appropriate staff for specific segments information, routing, reference, referral and readers' advisory. Timeframe 2003. Mount or link Online Public Access Catalogs for all programs. Timeframe: 2003-

2007.

Automate Large Print and Books By Mail catalogs; link to NLS web catalog By Mail into until Talking Books OPAC is feasible.

of program,

advisory.

develop reader's

Catalog Large Print, Descriptive Video and Books integrated library software available via Web.

about their

needs.

LSTA **Purpose**

6. Targeting library and information services to persons having difficulty using a library and to unserved or underserved rural

populations, including children from families with incomes below the poverty line. **Needs** Books By Mail,

Assessment Large Print and Talking Books children are often isolated from the rest of the state in many ways. The Outreach Services Summer Reading Program will help to make these children feel part of an integrated reading community statewide initiative. More than 30 public libraries in Maine have indicated an interest in participating in a statewide summer reading program. Several indicated that this resource sharing through a statewide summer reading program will fill a great need in their communities for children's summer

reading programming.

Goal 2 Encourage all Maine children to read and provide equal support to blind, visually or physically impaired, and rural vouth. What will be done For How it will be **Procedures for** Benefit or **Evaluation** carrying out the Whom Done Outcome Method activity 70% of Maine Establish a statewide All Maine The Coordinator of Publicize the All Maine program through e- children will be Children Outreach Services summer reading libraries will program which will from birth will assume lists, media, encouraged to participate in a integrate blind, responsibility for read during the to age 17 publications and statewide visually and this program with presentations at summer months. summer reading the collaboration of physically impaired, library events; keep which will program by 2007 geographically participating promote literacy records of isolated, rural, and libraries, participating and bring the all other Maine organizations, libraries and educational children into one agencies and materials; organize community in families. summer reading events and seek Maine together in supporters for the mutual support of Timeframe: 2003community. helping children 2007 program. learn.

The Outreach Services Coordinator will participate in the Cooperative Summer Library Program (12 state consortium) by purchasing a manual and core sets of materials for all Maine public libraries. Timeframe: 2003-2007

Coordinator will attend annual CSLP meeting and be aware of developments there, acting as liaison and representative for Maine libraries.

Maine public libraries of all sizes will join creative forces and improve working relationships through this shared program.

Outreach Services staff will network with library associations. educators and children's librarians partners for throughout Maine to develop shared incentives, kickoff events, and ideas for local initiatives. Timeframe: 2003-2007

Contact performers Children and public figures for events; research more motivated and set schedules; seek donors and statewide incentives; share ideas for local initiatives via state library associations. a "popular

statewide will be to read by this combination of recreation and reading. Readers a statewide are rewarded and reading becomes more of Services event."

A survey of Outreach Services users will indicate awareness of their inclusion in program. Outreach enrollment in the summer reading program will increase 20% by 2007.

LSTA Purpose 5. Targeting library services to individuals of diverse geographic, cultural,

and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills

Needs

Feedback from **Assessment** librarians attending Maine State Library Road Shows and calls to MSL consultants show a serious lack of knowledge about criteria for participation in Outreach Services and about the procedures to access these services.

Goal 3:

Launch and sustain a comprehensive public information campaign and develop resources that will spread awareness and increase use of **Outreach Services** and assistive technologies in

libraries throughout the state.

What will be done	For Whom	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
Relevant training opportunities in assistive technology and library services for diverse populations will be identified and implemented for Outreach Services staff and will also be developed and extended to librarians throughout the state.	All Maine citizens who meet the criteria for Outreach Services	Do presentations in various parts of the state on Talking Books, Large Print and Books-By-Mail programs, seeking partnerships, and the development of innovative programming partnerships in order to improve knowledge of the services available to blind, via assistive technology. Timeframe: 2003-2007	Coordinator to complete a certificate program in assistive technology; mailings and visits to the medical community to promote use of services.	More eligible persons will be well informed and served by the available programs.	Medical organizations and libraries will be surveyed twice, demonstrating increased awareness and improved services
Develop a clearinghouse of assistive technology resources.		Identify components for a model library assistive workstation, identify recipient libraries, and install the workstations, and organize public	computer		Public libraries with service populations of 6,000 or more will have screen reader technology.

information events around the technology. Timeframe: 2003-2005

Goal 3 continued	What will be done	<u>For</u> Whom	Participate in state-wide public relations initiative based on The Campaign for America's Libraries. Timeframe: 2003-2006. How it will be Done	Public service announcements, informational bookmarks, press releases, and other distributed materials. Procedures for carrying out the activity	Improved public awareness of library services to the blind, visually impaired, physically disabled, and geographically isolated. Benefit or Outcome	Evaluation Method
	Develop and promote a volunteer pilot program to bring large print books to assisted living centers throughout the state.		Organize volunteers to provide staffing for programs such as recording state and regional publications for Talking Book distribution. Timeframe: 2003-2007.	Advertise for volunteers through venues for volunteer recruitment, e.g. newspaper volunteer bank and Maine volunteer web site; network with groups and organizations that serve the disabled.	Contribute to the cultural and literary enrichment of Maine's elderly and disabled populations through improved access to reading materials via alternative and	

assistive technologies.

Create partnerships with an existing service group (e.g. Rotary Club) and/or create an auxiliary Friends of Library Access / Outreach Services group.

Form relationships with local service clubs and create a Friends of Outreach Services. A coalition of Timeframe: 2003-2007.

Coordinator and staff will visit local service clubs and propose projects. interested people will be formed to help spread the work and form the organization.

Outreach Services will purchase equipment and recruit volunteers to publications: work online with children and to record and distribute

Will provide supplemental support for the Outreach Services programs (e.g. fund-raisers for the purchase of descriptive videos); marketing venues and improve public relations. Will provide access to additional Maine establish online "Reading Buddies" for Books By Mail;

magazines like Downeast. and similar initiatives.

LSTA Purpose

1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; 2. Developing library services that provide all users access to information through local state, regional, national, and international electronic networks; 3. providing electronic and other linkages among and between all types of libraries; 6. targeting library and information services to persons having

difficulty using a library and to underserved urban and rural communities, including children from families below the poverty line. Librarians who filled

Needs

Assessment out the Maine School and Library Needs Analysis Survey and those who attended subsequent technology forums all indicated a definite need and interest on the part of the Maine Library Community for InfoNet expansion and support.

Goal 4:

Ensure that all Maine residents have convenient and timely access to all Maine libraries and information services through "live" integrated library software, interlibrary cooperation and

resource sharing arrangements.

What will be done	For Whom	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
Support will be provided for an increased number of Maine libraries to participate in MINERVA providing patrons with up-to-date Internet access to holdings and patron information and ensuring efficient interlibrary loan transactions.		Prepare to expand MINERVA with a second server and software. Further enlarge this automated circulation catalog and interlibrary loan system.	MSL InfoNet staff and participating libraries will enlarge the circulation catalog and interlibrary loan system.	Expanded access to library resources, expanded sharing of materials and a more efficient, cost effective delivery system.	50% of Maine libraries will be participants in MINERVA by 2007, providing patrons with upto-date Internet access to holdings and patron information and ensuring efficient interlibrary loan transactions.
		Publicize library automation and interlibrary loan services statewide, to make residents aware of their options to search the OPAC, place ILL requests, and renew materials online.	MSL InfoNet staff, Maine Infonet Policy Advisory Board, the Users Council, Circulation Users Group, Cataloging Users Group will use the MELIBS listserv and presentations to library organizations to publicize the	Expanded access to library resources, expanded sharing of materials and a more efficient, cost effective delivery system.	The Circulation Users Group will design a survey to determine patron satisfaction with electronic interlibrary loan processes and procedures.

advantages of InfoNet.

Goal 4 continued	What will be done	<u>For</u> <u>Whom</u>	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
		All Maine citizens	Provide staff and resources for more training, communication, promotion, and data processing for the holdings database and MINERVA.	Infonet Policy Advisory Board, the Users Council,	Expanded access to library resources, expanded sharing of materials and a more efficient, cost effective delivery system.	25% of library customers completing a random in-library survey in August 2005 and 35% completing a parallel survey in August 2007 will rate their satisfaction with automated and ILL service as "high" or "very high."

New innovations MSL Info Net staff and annual update will sign up to do session to be annual conference provided as part of presentations the annual Maine Libraries Conference which involves in excess of 500 Maine Library professionals. Develop and begin Outreach Services implementation of a staff in plan for the collaboration with smallest libraries in the MSL InfoNet the Books-By-Mail staff service areas to become a part of the automated full management system. Continue to

MSL Info Net staff, Maine Infonet Policy Advisory Council, Circulation sharing of Users Group, Cataloging Users Group will continue cost effective to develop statewide access to databases.

To share information about program new technologies evaluations. and services and learn from Maine librarians.

Maine Info Net

Expanded access to library resources, expanded sharing of materials and a more efficient. cost effective delivery system.

Policy Advisory Board will design a survey to be disseminated by the Library Development office to determine effectiveness of and satisfaction with InfoNet.

Conference

develop statewide access to databases, with the Board, the Users goal of providing a seamless interface for searching all **OPACS** and databases simultaneously.

expanded materials and a more efficient. delivery system.

access to library

Expanded

resources,

LSTA **Purpose**

3. Providing electronic and other linkages among and between all types of libraries; 6. Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line. Need 2: Maine

Needs

Assessment needs to find an efficient and costeffective way for libraries to share books and other non-digital resources. Most

Develop criteria, for unique materials, and establish a digitization project which will provide online access to materials.

All stakeholders will Expanded examine collections develop criteria and access to library collect information about unique materials in Maine libraries that should materials; and a be digitized.

resources; expanded sharing of more efficient, cost effective delivery system.

Maine libraries pay postage for all interlibrary loan needs, which is costly and inefficient. Furthermore, the expense of utilizing the U.S. Postal Service for interlibrary loan delivery in Maine contributes to an inequality of library services. In some localities, residents who are unable to pay full or partial postage for interlibrary loans are not allowed to make interlibrary loan requests, hence limiting the economically underprivileged from accessing informational and educational resources.

Goal 5: Improve efficiency and cost effectiveness of resource sharing among Maine

libraries

What will be done	For Whom	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
Identify the most cost effective, efficient statewide delivery system.	Maine public libraries, school libraries, academic libraries, and all Maine citizens	Establish a committee to develop the most efficient, effective statewide delivery system possible for Maine including determing routes and frequency of delivery per site. Timeframe: 2003-2004	Director of Reader and Information Services will chair committee to explore existing statewide delivery systems.	Expanded resource sharing; cost benefit to local library.	Maine Library Commission acceptance of committee report.
Implement a statewide delivery system based on the report of the Delivery System committee, monitoring and adjusting as needed.			An interlibrary loan committee made up of representatives from all types of libraries will help design and monitor implementation.	Improved faster access to statewide materials for all citizens	A survey of libraries in 2007 will indicate that 50% believe patrons are being better served by interlibrary loan with the new delivery system.

Collect and disseminate data to the legislature and other interested parties about efficiency improvements and cost savings for local libraries.

LSTA Purpose

1. Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; 2. Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

Needs

Need to continue to Assessment deliver and expand access to electronic resources as recommended in "Maine Shares: An Evaluation of

The Maine State Library Commission financial support will oversee data collection and dissemination.

Continued for interlibrary loan delivery system.

A survey of libraries in 2007 will indicate that delivery time has decreased by at least one week.

Maine's (1997-2002) Five Year LSTA Plan."

Goal 6:

To expand easily accessible electronic information sources to all

sources to all Maine residents					
What will be done	<u>For</u> <u>Whom</u>	How it will be Done	Procedures for carrying out the activity	Benefit or Outcome	Evaluation Method
To expand and deliver access to electronic resources	All Maine citizens	Contract negotiations with electronic database vendors (based on survey results) to obtain library and remote access to priority databases.	MSL, University of Maine System, technical college system, Public Utilities Commission, and the Department of Education will collaborate in providing funding and acquiring needed databases.	Valid resources will be accessible to ALL Maine residents regardless of socioeconomic background or geographic location or local funding support to libraries.	Formal feedback from local librarians regarding their increased effectiveness in meeting patron information needs.
			Training for library staff will be offered by vendors as part of their contractual obligations.	Libraries will be aware of databases and will educate Maine citizens in the use of these resources.	Formal feedback from patrons regarding increased effectiveness and convenience in meeting information needs.

Generate statewide publicity to educate the library community and citizens on how to access and use electronic resources.

Plan parts Oct-02 Dec-02 Apr-03 Jun-03 Oct-03 Dec-03 Apr-04 Jun-04 Oct-04 Dec-04 Apr-05 Jun-05 Oct-05

Maine LSTA State Plan 2002-2005



Mission

The Maine State Library is committed to achieving an unparalleled quality of information service and resources access for all citizens of Maine through building strong, cooperative partnerships among all types of Maine libraries. In doing so we will endeavor/strive to meet the administrative, developmental and technical assistance needs of Maine libraries, in addition to providing direct service for the approximately 200,000 residents living in towns without local libraries. In serving as the information center of Maine we will continue to contribute to the economic prosperity and education opportunities for all citizens. The Maine State Library, via its own facilities and through support for other libraries throughout the state, seeks to provide all Maine people—regardless of age, sex, education, language, religion, ethnic or cultural background, or ability—with effective access to the human record to meet their informational, educational, and recreational needs. The Maine State Library will continue to accomplish this mission through its two major divisions: Library Development and Reader and Information Services.

Needs Assessment

In addition to "Maine Shares, An Evaluation of Maine's 1998-2002 Five Year LSTA Plan," the Maine State Library has conducted several 2001-2002 statewide surveys designed to measure recognized needs:

- 1) Maine Regional Library System Survey [facilitated by Sandra Nelson](survey and survey results see www.state.me.us/msl/regions.htm).
- 2) Statewide ILL Delivery System Survey(survey and survey results see http://www.state.me.us/msl/surveys1.html).
- 3) Database Survey (survey and survey results see http://www.state.me.us/msl/ElecDBsurvRSLTS.html).
- 4) Maine School and Library Network Needs Analysis Survey A series of three focus groups met across the state in July 2002 to discuss and prioritize survey results. Guided by a professional facilitator, the input from these forums will direct Maine State Library technology initiatives for the foreseeable future. Approximately 70 librarians participated in these forums which were open to all (survey and survey results see http://www.state.me.us/msl/mslnres.htm).
- 5) Eight Maine State Library staff, including the State Librarian, held a series of six Maine State Library "road shows" in various parts of the state during the Winter and Spring of 2002. In addition to addressing statewide issues and programs, Maine State

Library staff heard directly from local librarians about their needs, interests and concerns.

- 6) "Maine Shares: An Evaluation of Maine's Five Year LSTA Plan" and the surveys provide valuable direction for LSTA goals for 2003-2007 (survey and survey results see www.state.me.us/msl/news_updates.html#LSTAeval).
 - 1. The need to focus Talking Books, Books-By-Mail and Large Print activities on outreach and local partnerships to reach more of the potential population.
 - 2. The need to address "the greatest single concern about participating in Maine InfoNet (electronic statewide catalog) is increased costs." There is also a need for technical support for Info Net implementation.
 - 3. The on-going need for improved training and CED (continuing education) opportunities. [Some of these needs will be met via the District Consultants with State funds.]
 - 4. The need for investment to deliver and expand access to electronic resources. The MSLN public library survey shows that the highest priority is automation support for the Maine InfoNet electronic statewide catalog, followed closely by investment in increased bandwidth. The MSLN survey also emphasizes the need for on-going training in the use of software.
 - 5. The need to provide an Interlibrary Loan delivery system.

With few exceptions, as noted, the timeline toward achieving the goals in this State Plan will be throughout 2003 - 2007.

GOALS for Maine's Five-Year State Plan

1. To improve services, increase access and improve efficiency for Outreach Services users (Talking Books, Large Print and Books by Mail).

- 2. Encourage all Maine children to read and provide equal support to blind, visually or physically impaired, and rural youth.
- 3. Launch and sustain a comprehensive public information campaign and develop resources that will spread awareness and increase use of Outreach Services and assistive technologies in libraries throughout the state.
- 4. Ensure that all Maine residents have convenient and timely access to all Maine libraries and information services through "live" integrated library software, interlibrary cooperation and resource sharing arrangements.
- 5. Improve efficiency and cost effectiveness of resource sharing among Maine libraries.
- 6. To expand easily accessible information sources to all Maine residents.

Stakeholder Involvement

This plan was developed from input provided by Maine librarians in survey responses, feedback to Maine State Library staff in Maine State Library "Road Shows", and in statewide technology forums. Stakeholder involvement of libraries and library users assures that the needs, goals and activities included in this State Plan will be reviewed on a regular basis with appropriate organizations. All types of library groups are included:

Maine State Library

Maine Library Commission/LSTA State Advisory Council on Libraries (www.state.me.us/msl/LibrCOMMISHlst.PDF)

Maine Library Association

Maine Association of School Libraries

Maine Library Trustees Association

Friends of Maine Libraries

Health Science Libraries Information Consortium

Central Maine Library District, Northeastern Maine Library District, Southern Maine Library District; Councils and Executive Boards

Communication and Public Availability

The LSTA State Plan, as finally adopted, will be available for public inspection at the Maine State Library and on the Maine State Library website.

LSTA project information will be disseminated on a regular basis to the Maine Library Commission/LSTA State Advisory Council on Libraries and other appropriate stakeholders at meetings and via MELIBS, the listsery for the Maine library community.

Designated stakeholders will receive status reports and have opportunities to review LSTA program activities relative to their respective interests. Significant changes to the State Plan will be submitted to IMLS and appropriate stakeholders.

Monitoring

Maine State Library staff will monitor the goals and evaluation of the State Plan. LSTA progress reports will be distributed to the Maine Library Commission/LSTA Advisory Council and other appropriate stakeholders. The status of one or more LSTA related programs will be on the Maine Library Commission agenda throughout each year.

Significant changes to the State Plan will be submitted to IMLS and appropriate stakeholders.

Appendix

- 1. Executive Summary and Conclusion "Maine Shares: An Evaluation of Maine's Five-Year LSTA Plan"
- 2. Narrative on Needs, Goals and LSTA Purposes and Evaluation

Appendix 1. Executive Summary and Conclusion – "Maine Shares: An Evaluation of Maine's Five-Year LSTA Plan"

Executive Summary

The overall goal of the Maine State Library's Five Year LSTA Plan is that, "Regardless of location or residency, Maine people will have full access to the Maine State Library information system." LSTA funds in Maine have been leveraged to share statewide resources to meet this goal for the benefit of all 1.3 million residents. The Maine State Library has used LSTA funds to support a number of programs designed to reach the goals of its five year plan. The Maine State Library has focused on the need to provide resources and access to technology and information sources to all libraries and residents in the state and has enabled libraries and residents statewide to participate in 21^{st} century information resources, regardless of the wealth or location of the community.

The Maine State Library has deliberatively guided a process providing services to residents that would cost their local communities thousands of dollars. Comments from librarians and staff involved in the evaluation process rarely failed to enumerate the cost barrier to their libraries and communities to provide these same services on their own.

Without LSTA support, Maine libraries would not be able to provide the services they do today and would be a less critical social asset to their communities. Comments from residents and librarians indicate a renewed vitality to many Maine libraries. This has resulted from the implementation of the LSTA five year plan and LSTA funds to support the plan. The sense of vitality and relevance is critical to libraries remaining an important social asset in our communities. A sense of place, of community, is important in the southern part of Maine where communities have been changing, growing and maturing for many years, as well as in central and northern Maine, more rural sections of the state that rely on a lower tax base to support their libraries and schools.

Similarly, the amount of staff development, training, the high level of continuing education and technical training, which is provided by the Maine State Library with LSTA assistance, is easily worth many hundreds of thousands of dollars.

The Maine State Library also facilitates telecommunications improvements and e-rate advice to local libraries and schools which enable them to participate in the resource sharing projects. Without adequate networks and telecommunication connections, many libraries have been unable to participate in the broader resource sharing programs.

Some of the projects discussed in the following report include:

- The Maine InfoNet Project which has created a holdings database, an integrated library system and a new state wide catalog.
- Talking Books, Large Print and Books by Mail programs targeted to expand access to populations in need of these services.
- Access to Continuing Education throughout the state to reach all geographic areas in different formats. Professional training and development for library staff through workshops, classes, ATMs, a mobile tech lab and individual coaching and consulting when needed.

The Maine State Library has successfully worked toward the achievement of the goals in the five year plan. In particular Special Services programs, Maine InfoNet including MINERVA and access to online databases, interlibrary loan and Library Development's consulting services are well positioned to provide access to services for all of Maine's residents through resource sharing of collections, network services and electronic access to information sources, and professional staff development.

Who Benefits?

Though there are specific communities and populations of residents in Maine who may benefit more from a particular program than others, it is the full population of the state who have received improved and increased access to information and materials due to LSTA assisted projects. Specific populations that have benefited from LSTA assisted projects include:

- Rural residents whose libraries now have access to the Internet, online full text databases, and access to the large and unique collections of libraries throughout the state.
- Middle school and high school students who now have access in school and at home to a variety of databases
- Many retirees and seniors who rely on their library as a comfortable hub of their community, where they can learn to e-mail relatives, search the Internet and have books delivered to them quickly from other libraries
- Blind, visually impaired and physically disabled people who rely on Talking Books, Books by Mail or Large Print books as their lifeline to the world
- Librarians who receive much needed certification, skills training, technology training and guidance, and a sense of community with other Maine librarians

Recent training by the IMLS will assist state library leaders in understanding the initial processes needed to measure outcomes of a project and focus on its value and sustainability for the residents in that state.

Conclusion

LSTA funds in Maine are potentially benefiting all residents of Maine "...regardless of location or residency." Library and information services in Maine have improved through the administration of LSTA funded programs by the Maine State Library, as reported by staff and residents. Residents have gained increased access to print, non print and electronic resources in many areas of the state, especially through the services of the three district libraries. Maine is a national leader in state-wide telecommunications benefits: the Maine School and Library Network, the first national network to connect every public library and school building in a state electronically at no cost to schools and libraries; Maine InfoNet, the first integrated library system in the country to include all types of libraries; the Maine Learning Technology Initiative; the Distance Learning /ATM two-way broadband video project; and the Maine Telecommunications Education Access Fund (Maine's state e-rate program) are some examples of Maine's vision and activity in the telecommunications arena. Additional investing in automation resources for local libraries, potential expansion or adding a fourth Library District, creation of a statewide Maine Library Card, investment to deliver and expand access to electronic resources, and a cost effective delivery service are topics that should be reviewed for the next five years. Additionally, as previously mentioned, The Maine State Library should begin to use its web site as a primary and interactive source of information for libraries and library services. As one Maine librarian responded in the evaluation survey to the next steps taken,

"With Maine InfoNet really starting to coalesce, we are prepared for a quantum leap forward in library services to Maine citizens. Interlibrary cooperation and a delivery system is the key next ingredient.

Appendix 2: Narrative Expanding on Goals, Activities and Evaluation

LSTA purpose: Assisting libraries in accessing information through electronic networks; targeting library and information services to persons having difficulty using a library, and to unserved or underserved rural populations.

Needs assessment: Libraries and individuals lack awareness, education and tools necessary to provide access to Talking Books, Large Print and Books By Mail services to

eligible service populations. Patrons are requesting web access to Outreach Services. Paper catalogs are cumbersome and quickly out-of-date; Books By Mail users in particular are not receiving information about available materials in a timely fashion comparable to that found in communities with full-service public libraries.

Goal 1: To improve services, increase access and improve efficiency for Outreach Services users (Books By Mail, Talking Books, and Large Print Books).

Activities: Mount or link OPACS and automate all cataloging, circulation, interlibrary loan and reporting functions in order to improve access and efficiency/timeliness of operations. *Timeframe:* 2003-2006.

Activities: Develop the Outreach Services web site into one that is universally designed, with parallel pages for graphics-oriented and visually impaired patrons who are differently-abled, including helpful links and resources. *Timeframe:* 2003-2004.

Activities: Develop online request features, either through existing features of integrated library software or through interactive forms. *Timeframe: 2003-2006*.

Activities: Create virtual book and other interactive online group discussions and programs with chat, bulletin board, or similar software. *Timeframe:* 2004-2007.

Activities: Provide email links for users to contact appropriate staff for information, routing, reference referral, and readers' advisory. *Timeframe: 2003*.

Activities: Mount or link online public access catalogs for all programs. *Timeframe:* 2003-2007.

Evaluation: A survey of libraries will reveal that 30% believe they are better able to help their communities make use of Talking Books, Books By Mail, Large Print and other Outreach Services as a result of the Internet initiatives.

Evaluation: A survey of users will reveal that 30% believe their lives are enriched by the improved ease of access to materials and services.

Evaluation: 30% of requests for Outreach Services information, programs and materials will be filled via the Internet by 2007.

Evaluation: A survey of users will reveal that 30% believe their lives are enriched by the improved ease of access to materials and services.

LSTA purpose: Encouraging libraries in different areas to establish consortia and share resources; targeting library and information services to persons having difficulty using a library and to unserved or underserved rural populations, including children (from birth through age 17) from families with incomes below the poverty line.

Needs assessment: Books By Mail, Large Print and Talking Books children are often isolated from the rest of the state in many ways. The Outreach Services Summer Reading Program will help to make these children feel part of an integrated reading community as part of a statewide initiative. More than 30 public libraries in Maine have indicated an interest in participating in a statewide summer reading program. Several indicated that this resource sharing through a statewide summer reading program will fill a great need in their communities for children's summer programming.

Goal 2: Encourage all Maine children to read and provide equal support to blind, visually or physically impaired, and rural youth.

Activities: Establish a statewide summer reading program which will integrate blind, visually and physically impaired, geographically isolated, rural, and all other Maine children into one summer reading community.

Participate in the Cooperative Summer Library Program (12 state consortium) by purchasing a manual and core sets of materials for all Maine public libraries. *Timeframe:* 2003-2007.

Network with library associations, educators and children's librarians throughout the state to develop shared incentives, kickoff events, and ideas for local initiatives. *Timeframe:* 2003-2007

Evaluation: 70% of Maine's libraries will participate in a statewide summer reading program by 2007.

Evaluation: A survey of Outreach Services users will indicate awareness of their inclusion in a statewide program. Outreach Services enrollment in the summer reading program will increase 20% by 2007.

LSTA purpose: Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

Needs assessment: There is need for awareness of and expansion of library services to blind, visually and physically impaired, and geographically isolated individuals throughout the state. The medical community does not have information needed to

encourage eligible individuals to apply for and use Outreach Services. For the most part, libraries do not house assistive technologies for these populations or know how to use them, and do not refer eligible people in their communities to Outreach Services.

Goal 3: Launch and sustain a comprehensive public information campaign and develop resources that will spread awareness and increase use of Outreach Services and assistive technologies in libraries throughout the state.

Activities: Relevant training opportunities in assistive technology and library services for diverse populations will be identified and implemented for Outreach Services staff and will also be developed and extended to librarians throughout the state.

Activities: Develop a clearinghouse of resources, provide site licenses for screen reading software, and create a lending library of assistive devices in Outreach Services. *Timeframe:* 2003-2007

Identify components for a model library assistive workstation, identify recipient libraries, and install the workstations, and organize public information events around the technology. *Timeframe:* 2003-2005

Participate in the state-wide public relations initiative based on The Campaign for America's Libraries, using the campaign as a vehicle for improving public awareness of library services to blind, visually impaired, physically disabled and geographically isolated populations. *Timeframe:* 2003-2006

Activities: Develop and promote a pilot program prototype to organize volunteer efforts to bring large print books to assisted living centers throughout the state. *Timeframe:* 2003-2004.

Organize volunteers to provide staffing for programs such as recording state and regional publications for Talking Books distribution, e.g. Downeast; for personalized distribution of Large Print and related materials to assisted living housing developments and other institutions; fund raisers for purchase of new descriptive videos; online "Reading Buddies" for Books By Mail; and similar initiatives. *Timeframe: 2003-2007*.

The Maine State Library and at least one public library in each of the Southern and Northeastern Maine Library Districts will house model assistive workstations for the target population by 2005 and will act as a showcase for the technology in their regions, actively promoting awareness of Outreach Services and assistive technologies and holding at least one open house/workshop during that time.

100% of Maine's town offices, libraries, hospitals and medical centers will receive newsletters, bookmarks and brochures about Outreach Services programs.

Activities: Form relationships with local service clubs and create a Friends of Outreach Services to provide supplemental support for the programs, (e.g. fund-raisers for the purchase of descriptive videos) and to improve public relations.

Public service announcements and/or press releases will be distributed quarterly.

At least three presentations to libraries, organizations and institutions in each district will be given annually by Outreach Services professionals.

Evlauation: Medical organizations and libraries will be delivered parallel surveys in 2004 and 2006; responses will indicate that 20% in 2004 and 35% in 2006 believe themselves better informed and their customers better served by Outreach Services programs.

Evlauation: Public libraries with service populations of 6,000 or more will have screen reader technology.

LSTA purpose: Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; Developing library services that provide all users access to information through local, state, national, and international electronic networks; Providing electronic and other linkages among and between all types of libraries; Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities including children from families below the poverty line.

Needs assessment: There is great demand for state-level leadership, planning, coordination, consultation, equipment and support services to enable libraries to utilize technology to improve services and access to materials and information. Participation in the statewide "live" full management system, MINERVA, a component of Maine Info Net, has exceeded expectations; demand for participation in the holdings database, which requires that libraries maintain their own software and servers, has not met expectations. The holdings database is immediately obsolete and requires continual updating. While the holdings database serves an important purpose and needs additional support, the evidence implies that what Maine libraries ultimately need is to join the full management consortia and have all of their circulation, interlibrary loan, acquisitions and cataloging functions be fully automated, live, and accessible via the Internet. If some communities

are able to access their entire patron information and services via the Internet while others are not, this creates an inequity of service. Therefore, resources need to be put toward increasing the capacity of MINERVA to include more Maine libraries.

Goal 4: Ensure that all Maine residents have convenient and timely access to all Maine libraries and information services through Maine Info Net, which provides live integrated library software, interlibrary cooperation and resource sharing arrangements.

Activities: Support will be provided for an increased number of Maine libraries to participate in MINERVA providing patrons with up-to-date Internet access to holdings and patron information and ensuring efficient interlibrary loan transactions.

Prepare to expand MINERVA with a second server and software. Further enlarge this automated circulation, catalog and interlibrary loan system that will enable residents to initiate their own ILL requests as well as by library staff to manage ILL requests. *Timeframe:* 2003-2007.

Publicize library automation and interlibrary loan services statewide, to make residents aware of their options to search the OPAC, place ILL requests, and renew their materials online.

Provide staff and resources for more training, communication, promotion, and data processing for the holdings database and MINERVA. *Timeframe:* 2003-2005

New innovations and annual update session to be provided as part of the annual Maine Libraries conference which involves an excess of 500 Maine library professionals.

Develop and begin implementation of a plan for the smallest libraries in the Books By Mail service areas to become a part of the automated full management system. *Timeframe:* 2003-2007.

Continue to develop statewide access to databases, with the goal of providing a seamless interface for searching all OPACS and databases simultaneously. *Timeframe:* 2003-2007

Develop criteria, examine collections for unique materials, and establish a digitization project which will provide online access to materials. *Timeframe:* 2003-2007.

Evaluation:50% of Maine libraries will be participants in MINERVA by 2007, providing patrons with up-to-date Internet access to holdings and patron information and ensuring efficient interlibrary loan transactions.

Evaluation: 25% of library customers completing a random in-library survey in August 2005 and 35% completing a parallel survey in August 2007 will rate their satisfaction with automated and ILL service as "high" or "very high."

LSTA purpose: Encouraging libraries in different areas, and encouraging different types of libraries, to establish consortia and share resources; Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Needs assessment: Maine needs to find an efficient and cost-effective way for libraries to share books and other non-digital resources. Most Maine libraries pay postage for all their interlibrary loan needs, which is very costly and inefficient. Furthermore, the expense of utilizing the U.S. Postal Service for interlibrary loan delivery in Maine contributes to an inequality of library services. In some localities, residents who are unable to pay full or partial postage for interlibrary loans are not allowed to make interlibrary loan requests, hence greatly limiting the economically underprivileged from accessing informational and educational resources.

Goal 5: Improve efficiency and cost effectiveness of resource sharing among Maine libraries.

Activities: Identify the most cost effective, efficient statewide delivery system.

Establish a committee to develop the most efficient, effective statewide delivery system possible for Maine. *Timeframe*: 2003-2004

Activities:Implement a statewide delivery system based on the report of the Delivery System committee, monitoring and adjusting as needed.

Activities: Collect and disseminate data to the legislature and other interested parties about efficiency, improvements and cost savings for local libraries.

Evaluation: Maine Library Commission acceptance of Delivery Committee report.

Evaluation: 90% of Maine's libraries will participate in the interlibrary loan delivery system by 2007.

Evaluation: A survey of libraries in 2007 will indicate that 50% believe patrons are being better served by interlibrary loan with the new delivery system.

Evaluation: A survey of libraries in 2007 will indicate that delivery time has decreased by at least one week.

LSTA purpose: Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; Developing library services that provide all users access to information through local, state, national, and international electronic networks. Providing electronic and other linkages among and between all types of libraries targeting library and information services to persons having difficulty using a library and underserved urban and rural communities including children from families with income below the poverty level.

Needs assessment: There is a need to provide access to quality, reliable electronic database information resources for all Maine citizens, regardless of locale. While the Internet provides an excellent platform for delivery of equal access to information, due to the many rural and isolated locations in Maine there is inequality of provision for paid database services which are reliable, accurate and up-to-date. A survey of libraries and focus groups of librarians rated the need for statewide access to content as high on their list of priorities.

Goal 6: To expand easily accessible electronic information sources to all Maine residents.

Activities: To expand and deliver access to electronic resources.

Contract negotiations with electronic database vendors (based on survey results) to obtain library and remote access to priority databases.

The Maine State Library, University of Maine System(UMS), Technical College System, Public Utilities Commission and the Department of Education will collaborate in providing funding and acquiring needed databases. *Timeframe:* 2003-2007.

Cooperate with UMS to provide the "digital library of Maine" consisting of licensed databases and digitized local information resources. *Timeframe 2003-2007*.

Activities: Paying costs for libraries to acquire or share computer systems and telecommunications technologies; encouraging libraries in different areas to establish consortia and share resources.

Activities: Statewide publicity will be generated to educate the literacy community and citizens, and enable them to utilize these resources.

Evaluation: Licenses will be acquired and maintained for access to accurate, reliable electronic database information resources.

Evaluation: 25% of libraries completing a survey in 2004 and 35% completing a parallel survey 2006 will rate their satisfaction with meeting patron information needs through electronic databases as "high" or "very high."